Amendments to the Claims:

This listing of claims replaces all prior listings of claims:

Listing of Claims

1. (Currently Amended) A computer program product embodied on computer readable storage media comprising instructions that when executed generates a graphical user interface on a display device for using a computer to schedule the performance of service actions, the graphical user interface comprising:

a planning board display in communication with a scheduling engine for scheduling information associated with a period of time, the scheduling information including:

resource identifiers, each resource identifier representing a resource and wherein at least one resource identifier represents a human resource and at least one resource identifier represents a reusable resource, and

unavailability indications, each unavailability indication representing that a resource represented by one of the resource identifiers is not available to be scheduled for a portion of the period of time for which the scheduling information is being displayed; and

an alert display in communication with the scheduling engine for messages associated with the scheduling information displayed using the planning board display, the alert display being displayed concurrently and adjacent to the planning board display without overlapping the planning board display, the alert display being displayed continuously, wherein at least one message includes information associated with a constraint other than a resource constraint, wherein the scheduling engine monitors utilization of human resources and an alert is displayed on the alert display when such utilization exceeds a pre-determined threshold;

the user interface (i) prompting a user to identify a customer in connection with the initiation of a service to be performed and (ii) displaying a list of equipment owned by the customer and a list of types of services that may be performed for each type of equipment in response to the selection of the customer to enable the user to select appropriate equipment and types of services for the service to be performed.

2. (Original) The computer program product of claim 1 wherein at least one resource identifier represents a non-reusable resource.

3. (Original) The computer program product of claim 1 wherein an unavailability indication for a first resource includes an indication of an association with a second resource for a particular period of time.

4. (Original) The computer program product of claim 3 wherein:
the first resource is a human resource, and
the second resource is a reusable resource.

5. (Original) The computer program product of claim 1 wherein:
the interface includes a relationship control operable to allow a user to associate a first resource identifier representing a first resource in the planning board display with a second resource identifier representing a second resource such that the first resource and the second resource are associated for a particular period of time, and
the planning board display includes an association indication of the association of the first resource and the second resource for the particular period of time.

6. (Original) The computer program product of claim 1 wherein an unavailability indication for a resource includes an indication of a period of time in which the resource is (1) not available and (2) not assigned to a task item.

7. (Original) The computer program product of claim 1 wherein the planning board display comprises a planning board window wherein the display position of the planning board window on a display device is controllable by a user.

8. (Original) The computer program product of claim 1 wherein the planning board display comprises a planning board pane wherein the display position of the planning board pane on a display device is fixed.

9. (Original) The computer program product of claim 1 wherein the interface comprises a task display for task items to be scheduled wherein the task items to be scheduled include at least one task item requiring a human resource and at least one task item requiring a reusable resource.

10. (Original) The computer program product of claim 9 wherein the task display comprises a hierarchical task display for showing a hierarchy of task identifiers, each task identifier representing a task item for a service action to be performed.

11. (Original) The computer program product of claim 9 wherein the task display comprises a task display capable of displaying different types of task information for task items, wherein a user identifies types of task information to be displayed for the task items.

12. (Currently Amended) A computer program product embodied on computer readable storage media comprising instructions that when executed generates a graphical user interface on a display device for using a computer to schedule the performance of service actions that involve activities at multiple locations, the graphical user interface comprising:

a planning board display in communication with a scheduling engine for scheduling information associated with a period of time, the scheduling information including:

resource identifiers, each resource identifier representing a human resource and wherein at least one resource identifier represents a field technician and at least one resource identifier represents a central workshop technician, and

unavailability indications, each unavailability indication representing at least one of the resources represented by one of the resource identifiers is not available to be scheduled for a portion of the period of time for which the scheduling information is being displayed;

a task display in communication with the scheduling engine for showing task identifiers, the task display being displayed concurrently and adjacent to the planning board display, each task identifier representing a task for a service action to be performed at a specified location, wherein:

a first task identifier represents a first task item to be performed at a field location,

a second task identifier represents a second task item to be performed at a central workshop location that is different from the field location, and

the first and second task items are to be completed as part of a service action; and

an alert display in communication with the scheduling engine for messages associated with the scheduling information displayed using the planning board display, the alert display being displayed concurrently and adjacent to the planning board display and the task display, wherein at least one message includes information associated with a constraint other than a resource constraint, wherein utilization of one or more of the specified field technician and the specified central workshop technician is monitored by the scheduling engine and an alert is displayed on the alert display when such utilization exceeds a pre-determined threshold,

wherein the field technician is associated with the first task item and the central workshop technician is associated with the second task item;

wherein at least one of the first task item and the second item requires spare parts;

wherein in response to a user initiating the scheduling of a service action via the graphical user interface, an external system is queried to determine whether the required spare parts are available, and if not, a date on which such spare parts are available, and a service schedule estimate including a planned start date and a planned end date for each task in the service action is presented via the graphical user interface.

13. (Original) The computer program product of claim 12 wherein:

the first task item includes a field human resource skill requirement,

the second task item includes a central workshop human resource skill requirement,

information associated with the resource identifier representing the field technician includes an indication of a skill possessed by the field technician,

information associated with the resource identifier representing the central workshop technician includes an indication of a skill possessed by the central workshop technician,

the field technician is associated with the first task item only when the indication of the skill possessed by the field technician matches the field human resource skill requirement of the first task item, and

the central workshop technician is associated with the second task item only when the

indication of the skill possessed by the central workshop technician matches the central workshop human resource skill requirement of the second task item.

14. (Currently Amended) A computer program product embodied on computer readable storage media comprising instructions that when executed generate a graphical user interface on a display device for using a computer to schedule the performance of service actions, the graphical user interface comprising:

a planning board in communication with a scheduling engine scheduling information associated with a period of time that includes a chart identifying resources for which a user associated with the planning board is responsible;

controls associated with the planning board, the controls comprising an assignment control to assign an service order item to a resource, a time specification control to identify a time period when a resource is unavailable for reasons other than an assignment, and a relationship control to create a temporary connection between a tool and a human resource;

a work list providing a hierarchical view of service order items for which the user is responsible;

a hot list providing a non-hierarchical list capable of displaying different views of open service items for which the user is responsible; and

an alert monitor in communication with the scheduling engine displaying a list of alerts the selection of which causes corresponding assignments displayed in the planning board that are related to the selected alert to be highlighted, wherein the scheduling engine monitors utilization of human resources and an alert is displayed on the alert display when such utilization exceeds a pre-determined threshold;

wherein in response to a user initiating the scheduling of a service action and assigning resources to the service action via the graphical user interface, it is determined whether non-resource contractual constraints exist that are based on contracts with a customer associated with the service action that constrain tasks for the service action, and if so, presenting a user with an alert indicating same.

15. (Previously Presented) The computer program product of claim 14, wherein the alert monitor further comprises:

a confirm control that allows the user to eliminate a selected alert such that the alert is

not displayed in the graphical user interface and a confirm globally control that allows a user to eliminate a selected alert such that the alert is not displayed in a graphical user interface for the user and for other users.

16. (Previously Presented) The computer program product of claim 14, wherein the list of alerts is dynamically updated based on new scheduling choices.

17. (Previously Presented) The computer program product of claim 16, wherein the scheduling choices comprise one or more of assignments, time specifications, and relationships.

18. (Previously Presented) The computer program product of claim 14, wherein each alert in the list identifies a category to which the alert is associated and includes a message number and an alert description.

19. (Previously Presented) The computer program product of claim 14, wherein the list of alerts is dynamically updated based on an importance factor associated with a corresponding customer for whom the service is being performed and based on a due date of a corresponding task or service order.